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Qualifying Note: The Social Services programs are separate Social Services and Community Services Administration programs. Since case managers refer customers to these services, program information, including basic eligibility requirements, are provided here.

REQUIREMENTS - GENERAL

- A. The TCA case manager may refer any assistance unit member, if there is a perceives a need, for social services, which includes, but are not limited to, any or all of the following:
 - 1. Adult Services
 - 2. Child Protective Services
 - 3. Family Services
 - 4. Housing Services
- B. TCA customers automatically meet any income requirements for Social Service and Community Service programs
- C. Once a referral is made, local department social services determines which services to supply and reaches a written agreement, signed by both the customer and local social services case worker, containing the goals of the services and how that goal will be achieved
- D. Written service agreements are not required for protective services

REQUIREMENTS - ADULT SERVICES

- A. The Community Services to Adults program helps adults achieve or maintain economic and personal self-sufficiency and dignity
- B. Adult Services programs accept individuals who:
 - 1. Are 18 or older
 - 2. Meet income requirements
 - 3. Have a demonstrated need for the services offered

SCOPE OF ADULT SERVICES

- A. The Adult Services program seeks to build, sustain, and augment the adult's family and community support systems by enabling and assisting the person to:

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1. Achieve or maintain economic self-support
 2. Achieve or maintain self-sufficiency
 3. Prevent or avoid abuse, neglect, self-neglect, or exploitation
 4. Prevent or reduce unnecessary or inappropriate institutionalization
 5. Secure necessary and appropriate institutional care
- B. Eligible individuals may participate in the following broad categories of services:
1. Information and Referral
 2. Crisis Intervention (consists of at least weekly face-to-face contact for no more than 60 days)
 3. Case Management (consists of face-to-face contact at least once every 3 months)

REQUIREMENTS -CHILD PROTECTIVE SERVICES

- A. Protective Services for Neglected and Abused Children intervenes without regard to economic circumstances to decrease the risk of continuing physical or sexual abuse or neglect of children and provides services regardless of income to:
1. Children believed to be neglected or abused, including disabled infants with life-threatening conditions who do not receive appropriate nutrition, hydration, medication, or medical care
 2. Their parents or other adults having permanent or temporary custody, or parental responsibility, or household and family members
- B. Provision of related services requires a written service agreement, as described in Requirements - General
- C. TCA case managers receiving formal or informal reports of, or having reason to suspect, child abuse or neglect are required to immediately inform the local protective unit of the allegations and their source

SCOPE OF CHILD PROTECTIVE SERVICES

- A. Protective Services goals are:
1. Protect the child
 2. Assist the parents in providing proper care and attention to the child

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3. Remedy or decrease the risk of continuing abuse or neglect
- B. Means to accomplish these goals include:
1. Providing an alternative plan of care for the child when the parents are unable or unwilling to provide proper care and attention to the child
 2. Offering services, as appropriate, to a family if child abuse or neglect exists or is suspected
- C. Families in need of protective services may also participate in the following related services:
1. Family Investment Plan programs
 2. Foster care for children
 3. Day care for children
 4. Homemaker program
 5. Family planning
 6. Health, including mental health and substance abuse, programs
 7. Family violence programs
 8. Home management
 9. Legal services
 10. Transportation
 11. Housing improvement
 12. Aid to the mentally retarded

REQUIREMENTS - FAMILY SERVICES

- A. The Family Services and Intensive Family Services programs accept families who experience a crisis brought on by:
1. Natural catastrophe, such as fire or flood
 2. Loss of income
 3. Lack of shelter
 4. Physical or mental illness
 5. Death, desertion, or abandonment

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6. Breakdown in marital relationship
 7. Breakdown in parent-child relationship
 8. Suspected child abuse or neglect by a household member
 9. Substance abuse or emotional disturbance of a child or adult household member
 10. Delinquency, chronic and violent acting out, chronic truancy, or chronic running away by a child household member
 11. Catastrophic health, environmental, or financial conditions, such as long-term illness or hospitalization, death of a parent, a parent's loss of employment, long-term lack of housing
- B. Need information or referrals for assistance from DHR or community resources
- C. Meet income requirements

SCOPE OF FAMILY SERVICES

- A. Family Service subprograms provide the following basic services:
1. Family, marital, and individual counseling
 2. Child development and parenting skill training
 3. Family planning support counseling
 4. Health care or health care information
 5. Employment opportunities
 6. Employment counseling
 7. Vocational training
 8. Formal education or educational degree equivalent programs
 9. Home management
 10. Housing coordination or information
 11. Budget management
 12. Parent-aides/in-home aides
 13. Day care and respite care

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B. Intensive Family Services serves families who do not meet the income requirements but are otherwise eligible and provide the following only when necessary to meet family emergencies:

1. Financial assistance
 - Utility bills to prevent shutoffs
 - Security deposits
 - Moving and storage fees
 - Overdue rent to prevent eviction
 - For Temporary shelter
 - Transportation costs
 - Interview expenses
2. Purchased services and commodities
 - Psychiatric or psychological evaluations
 - Alcohol or drug abuse treatment
 - Vocational assessment and training
 - Appliances
 - Furniture
 - Foodstuffs
 - Other commodities

C. The Extended Families subprogram serves families who do not meet the income requirements but are otherwise eligible and provides comprehensive review and management of the placement of children in foster care with a relative as well as the financial and purchased services listed under B above

REQUIREMENTS – HOUSING SERVICES

- A. Homeless Services is a Community Services Administration program that provides shelter, food, and social services to families who are homeless or in immediate danger of becoming homeless
- B. Families are eligible for homeless services if they:

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1. Are homeless or facing immediate eviction or foreclosure from permanent housing
2. Can document, if facing eviction or foreclosure, the willingness of the landlord or mortgage holder to allow them to remain if payment or arrangements for payment are made
3. Are in need of the Housing Counselor and Aftercare component of housing services and have applied for or are receiving TCA

SCOPE OF HOUSING SERVICES

- A. The Homeless Services Program consists of 3 parts
 1. Emergency and Transitional Housing and Services
 2. Housing Counselor and Aftercare Case Manager
 3. Homelessness Prevention
- B. Emergency and Transitional Housing and Services, when funds are available, arrange for providers, who do not require religious activity as a condition of service, to perform the following services:
 1. Provide sleeping accommodations for the family in one of the following types of shelter:
 - Emergency crisis for short-term needs
 - Transitional for 3 - 24 months
 - Day-time
 2. Provide food for the family through any of the following methods:
 - On the premises
 - By arrangement with another provider or restaurant
 - Through vouchers for groceries
 - By cash grant if other methods are impossible
 - By referral to food banks or other distribution sources
 - By referral to other agencies when the provider is unable to provide all the services needed
 3. Arrange for transportation as part of the shelter, food, or case management services

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4. Provide case management services including, but are not limited to:
 - Needs assessment
 - Case plan development
 - Linkage to other services
 - Advocacy on the customer's behalf
 5. Provide an emergency rent or mortgage subsidy (first or single month's rent or mortgage) once during the State fiscal year that includes:
 - Evaluation of the customer's ability to remain in the home or move to other permanent housing
 - Contacting the landlord or mortgage holder
 - Payment of the amount owed
- C. The Housing Counselor and Aftercare Program assists families and individuals who are experiencing, or are in imminent danger of loss of housing or shelter by providing housing counselors and aftercare case managers
1. Housing counselors in their effort to assist families with securing and maintaining permanent, affordable housing may:
 - Assist the customer in the search for and securing of affordable housing
 - Provide a list of housing resources and expanding it to include new resources
 - Act as advocate for the customer with landlords, property managers, realty companies, and other sources of low-income housing
 - Coordinate services, when applicable, with the TCA case manager
 - Assist the customer, as needed, with issues contributing to chronic housing problems, such as budgeting and household management
 2. Aftercare case managers help families maintain permanent, affordable housing and may:
 - Assess customer needs and develop a plan to meet those needs
 - Refer the customer for other services
 - Monitor provided services and intervene with the provider if necessary

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- Maintain regular customer contact for counseling, skills development, and crisis intervention
- D. Homelessness Prevention assists families in immediate danger of losing housing or shelter by providing, the following services:
 1. Case management
 2. Counseling to identify households at risk of becoming homeless
 3. Training on budgeting and other life skills
 4. Education about tenant rights and responsibilities
 5. Cash assistance
 6. Other services as deemed appropriate

ADDITIONAL INFORMATION

- Application — Family Violence Screening, Substance Abuse, Referrals
- Technical Eligibility — Suitability of Home